TAC MEETING MINUTES

TECHNICAL ADVISORY COUNCIL
A Subcommittee of the Commission on Technology

Friday, February 4, 2011
9:30 AM - 12:30 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT
Mohyeddin Abdulaziz*
Steve Ballance*
Ron Bitterli
Karl Heckart, Chair
Jennifer Gilbertson (*Randy Smiley, proxy*)
Randy Kennedy
Christy Koehler
Cary Meister
Jared Nishimoto
Eloise Price
Rick Rager
Kyle Rimel
David Stevens

GUESTS
Nick Felber, *Yuma Superior Court*
Sue Hall, *Apache Clerk's Office*
Jesse Hamberger, *PCCJC*
Steve Scales, *Maricopa CTS*
Teri Softley, *Apache Clerk's Office*

MEMBERS ABSENT
Jeremiah Matthews

AOC STAFF
Stewart Bruner, *ITD*
Alicia Moffatt, *ITD*
Cynthia Thomas, *ITD*

* indicates appeared via telephone

TAC MEETING MINUTES

WELCOME, INTRODUCTIONS, AND OPENING REMARKS	Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order just after 9:30 a.m. and conducted a roll call of those on the phone and those present in the room. Staff confirmed that a quorum existed.

Karl requested discussion or a motion regarding the minutes of the December 3rd meeting.

MOTION	A motion was made and seconded to accept the minutes of the December 3, 2010, TAC meeting. The motion passed unanimously.	

REVIEW / APPROVE	PROPOSED CHANGE TO DEFENSIVE DRIVING SPECIFICATION	Cynthia Thomas

Cynthia Thomas, project manager for the defensive driving application rewrite, explained her rationale for requesting that the manifest be changed. Two tags have had their names changed and certain information has been moved. Cindy thanked Scottsdale testers for uncovering the issue. She also provided a brief update on the progress of defensive driving program changes and an overview of testing with the growing number of schools.

MOTION	A motion was made and seconded to adopt the changes to the defensive driving XML specification, as proposed. The motion passed unanimously.	

UPDATE	KEY PROJECT UPDATES	Karl Heckart

Karl briefed members on the progress of certain state-level initiatives, including:

- Upcoming AZTEC releases – 1.5.4.1 for document retention keyword addition needed by statewide limited jurisdiction court electronic document management system, 1.5 for defensive driving and related auto-receipting, 1.6 for online payment functionality associated with e-citiation, then 1.7 for e-filing small claims case integration.
- General Jurisdiction (GJ) AJACS – Release 3.5 is currently being piloted by two courts, a service release is on the way, rollout planned to remaining GJ courts by February 28. Numerous functions will be arriving with upcoming releases including FARE and standardized reports. Karl warned that future automation efforts will leverage AJACS processes and data; he shared his concern upon learning that clerks are still working around things that have been fixed since their rollout and now need retraining. Minute entry finalization and priority of payments automation are examples. Karl also previewed a variety of features likely to be coming in Releases 3.6 and 3.7.
- Limited Jurisdiction (LJ) AJACS – The LJ Steering Committee needs to lock down the initial baseline and a set of planned enhancements in order to show progress before credibility shrinks and needed funds get swept. He is still hoping a pilot court can be implemented in the summer of 2011. Software is being investigated that would create a library of short, component-based training videos for courts to access online as needed.

- AZTurboCourt – Appellate courts are up and running with an anticipated May mandatory filing deadline. Maricopa civil subsequent filings are working and attorneys are being phased in before a May mandatory filing deadline. Pima civil filing, following the statewide model, is preparing for a summer pilot implementation. Maricopa Justice Courts are testing with OnBase Online while awaiting APIs for use with TurboCourt. Domestic Relations intelligent forms are being developed. Development of criminal e-filing is just getting underway.
- Warrant Process Re-engineering – Law enforcement desires real-time access and real-time request functionality, but data requires court validation first. A consultant will perform a full review of warrant processes before any streamlining takes place.
- Direct Access to Information – Requests for "one-off" feeds of data are increasing but sufficient resources only exist to construct universal access methods for probation, county attorneys, and public defenders.
- Juvenile Integration – This effort prompts reinforcement of code standardization and completion of data usage agreements. APETS has fallen behind screen resolution standards and must be ported forward.
- ADRS – Trainers are being hired in advance of the rollout to counties, but large holes that exist in the disposition process will require legislative changes to fill. In practice, local repositories are improving their accuracy at the expense of the central repository, a condition that must be remedied.

REVIEW / DISCUSS	COUNTY BUDGET PRESSURES & LOCAL IT PRIORITIES	Roundtable

After Karl introduced the topic by describing the AOC's approach to absorbing budget cuts this fiscal year and next, various members shared their local approaches.

- Tempe is cutting out some pre-paid support by vendors and examining hardware maintenance contracts against the number of spares on hand and cost of time & materials support if needed. They are working to bring their CMS production servers back from AOC.
- Phoenix has let an RFP for a cloud computing strategy related to office productivity software.
- Gila is reducing dependency on human court reporters in favor of digital courtroom audio recording where possible. The presiding judge is also emphasizing collections of restitution payments and justice court collections. Information center manpower savings is being realized through use of calendar display monitors over courtroom doors.
- Mohave is experiencing reductions in strategic projects due to cutbacks, but is continuing projects to distribute data around the county for continuity of operations and to provide more self-service functionality on the Web. Mohave is also interested in automated workflow to improve court efficiency. Karl indicated that AJACS 3.6, not the OnBase document management system, provides the framework for building automated workflows, but courts need to prepare to harness the power of the module by defining standardized workflow processes.
- Other locations are investigating slate/tablet computers and processes that build on the capabilities of the devices, use of personal devices on the work network, and expanding public Wi-Fi access in buildings and courtrooms.

DISCUSS	TARGETED LOCAL COURT TECHNOLOGY TOPICS	Various

- Jared Nishimoto and Cary Meister shared themes from the recent NCSC eCourts Conference in Las Vegas, including "automate everything," "examine each step of business processes for value," and "accessibility through technology." Coconino Superior Court graciously offered other jurisdictions the use of their videos for court users already posted on their website. the approach of examining process steps really resonated with members interested in workflow creation. Stewart will locate the flowcharts completed as part of the AJACS gap analysis effort and supply a link to members.
- Jared inquired about the process of obtaining more metadata from AJACS to travel to OnBase in an automated fashion. Karl requested a meeting in Coconino technologists to understand the bigger goals that are driving the request.
- Christy Koehler asked about members' use of business intelligence and reporting tools. Karl described the ROAM approach for standardized, strategic reports as well as the SSRS approach for daily, tactical reports. Randy Kennedy mentioned his approach of supplying queries rather than reports, then letting users manipulate the data in Excel.
- Nick Felber provided a detailed presentation about Yuma's JAU kiosk in San Luis. He showed a demonstration of the connection to a live clerk in Yuma who completes the payment plan in real time. He will make the presentation and links to the relevant vendors and software used available to members on the meeting webpage and in the technologists' forum at http://groups.yahoo.com/group/AZCourtsTech/.

REVIEW	SOCIAL MEDIA PIOLICIES FOR COURTS	Stewart Bruner

Staff member Stewart Bruner summarized research on various social media policies and asked members for their input about what level of policy guidance to provide and whether the issue needs to be elevated to COT. He drew a distinction between official spokespersons having the job of representing courts and employees accessing/updating sites at work. Karl summarized three courses of action available: Provide generic guidance, create a formal policy, or require courts to have a policy and provide them a model as was done for breach notification.

Members discussed whether the issue is one of employee productivity governed by concepts already contained in other policies like electronic communications, ACJA § 1-503, and the judicial code of conduct, ACJA § 1-303. Some suggested managers be provided periodic reports of possible abuse by those in their organization to better manage the individuals who have productivity problems rather than having social media sites blocked for everyone. The consensus was that guidance needs to be provided regarding appropriate and inappropriate social media use but managers should have the final say in any situation.

Stewart will draft a guideline and model policy then circulate them to members in advance of the next TAC meeting.

CALL TO THE PUBLIC   Karl Heckart

After hearing no further discussion from members or the public, Karl adjourned the meeting at 12:40 p.m.

| **Upcoming Meetings:** | April 1, 2011 | AOC – Conference Room 230 |
| | August 5, 2011 | AOC – Conference Room 230 |

MEETING ADJOURNED   12:40 PM